

Return Authorisation form

Please indicate purpose of request

Warranty

Credit / Refund
 (please circle)

Company Name

Contact Person

Address

State

Postcode

Phone

Fax

Mobile

Email address

Product Information

Date of Purchase

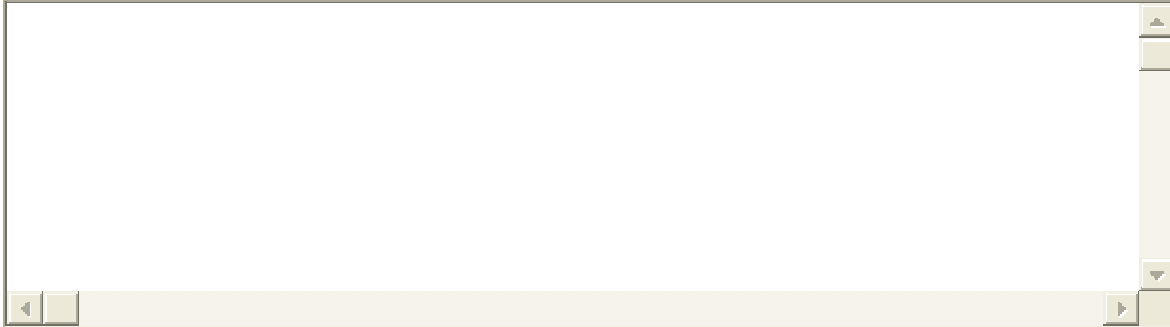
Invoice Number

RA Number (required)

Qty	Item Description	Model Number	Serial Number

Fault Description

(Please be specific about fault. Do not leave blank or write 'faulty')



General Conditions – Please read our full policy on pages 3 & 4

- Purchasers claiming warranty or credit / refund must supply a copy of receipt as Proof of Purchase.
- Freight charges **for all product returns** to Free-Ads Online to be paid by the purchaser.
- All goods to be returned must be suitably packed to avoid further damage to items.
- Goods found to be tampered with (ie warranty label removed, product case opened etc) will not be refunded.
- All goods must be clearly marked with the RA number on the outside of the package.
- Returned goods (deemed as faulty) that are found to be in a working condition will be returned to the customer at the customers expense.
- Product returns for credit or refund will incur a restocking fee. The restocking fee is 10% of the item price.
- Freight charges for credit returns will not be refunded.
- Refunds will be for the item price less: 10% restocking fee & other fees and charges (ie. eBay, OZtion fees and shipping costs).

I hereby acknowledge that I have read and understand the conditions on this form and those listed on the website where purchase was made or any website operated by “Free-Ads Online”. I also declare that all information provided on this form is true and accurate and that all monies owing to “Free-Ads Online” will be paid within 7 days of invoice.

Customers Signature **Date**

WARRANTY POLICY:

- All products purchased from us come with a 1 year "Return To Base" warranty, unless otherwise specified by the manufacturer.
Some products must be returned directly to the manufacturer (ie. LCD Monitors, Notebooks, Printers, GPS Receivers)
- Where a Warranty card is enclosed and a Customer Care Centre contact number exists, the Purchaser must initiate contact with the Customer Care Centre first before contacting us. This applies to all Wintal, DOSS and Pro2 products.
- Warranty is limited to the original purchaser and is not transferable to any other party unless otherwise stated.
- Purchasers claiming warranty must supply a copy of receipt as Proof of Purchase.
- Freight charges for product returns to us will be paid by the purchaser. NO EXCEPTIONS.
- Returned goods must be labelled with an "Returns Authorisation (RA)" number and must contain a copy of the **RA form** stating full description of fault, description of returned item, serial/model number of item and date of purchase. Goods without an RA number or relevant documentation may be rejected.
Please read the information below on obtaining an RA number.
- All goods to be returned must be suitably packed to avoid further damage to items.
- Returned goods which are found to be in a working condition will be returned to the customer at the customers expense. All expenses incurred by us as a result of an incorrect fault claim will be passed on to the customer.
- The removal of any tamper or warranty seals, as well as clear indication of physical damage, will void any warranties.

RETURN FOR CREDIT OR REFUND:

- Requests for credit or refund must be made within 7 days of purchase unless otherwise specified.
- All Product returns will incur a restocking fee. The restocking fee is 10% of the item price. See additional conditions below.
- All goods must be returned in original condition and packaging. We will not accept any goods which indicate an item has been used or damaged.
- Returned goods must be labelled with an "Returns Authorisation (RA)" number and must contain a copy of the **RA form**.
Please read the information below on obtaining an RA number.
- Freight charges for product returns to us will be paid by the purchaser.
- Refunds will be for the item price less: 10% restocking fee & other fees and charges (ie. eBay, Paypal fees and shipping costs)

RETURN AUTHORISATION:

To return an item for credit or warranty, you must first obtain an RA number. Please use the links below to request an RA number; completing all relevant information. Relevant information includes:

- Date of purchase
- Invoice number
- Description of item(s)
- Model Number
- Serial Number

An RA number will then be issued via fax or email. Prior to returning items please read all information regarding [Warranty Policy](#) or [Return for Credit](#).

The [RA form](#) is available in pdf format and is available from http://buyme.com.au/pdf/ra_form.pdf
Simply complete, print and email, mail or fax back to **us on 03 94781029**.

When you have received an RA number, enclose the completed form and send with Goods [RA form](#)

Please ship all items to the following address:

*RA Department
PO Box 306,
Preston, Vic. 3072*
